

## CUSTOMER SERVICE ASSISTANT I

### NATURE OF WORK

This is responsible clerical and public contact work providing specialized customer services by telephone and/or in person and maintaining related records.

Work involves assisting customers in response to their inquiries regarding billings, rates and services; analyzing accounts and making billing corrections; and receiving and processing customer payments. Services provided vary between position assignments, but are provided in accordance with established policies and procedures. Work is performed independently in accordance with established procedures. Difficult problems may be referred to a supervisor. General supervision is received from an administrative superior with work being reviewed in the form of accuracy, compliance with departmental policies and procedures, and results achieved.

### EXAMPLES OF WORK PERFORMED

Answers customer questions regarding water and sewer statements, both in person and over the phone.

Processes a special order billing when a tenant, new owner or other designated person requests final or new billing be calculated; processes requests for a final billing occurring in the middle of a billing cycle.

Verifies special bill run for residential and commercial accounts; enters meter readings on computer to produce billing run and to print bills; reviews computer run from the previous day; adjusts accounts to correct billing problems.

Researches bills with credit balances to determine reason for the credit; contacts customers by phone or letter to obtain information required in order to refund money or transfer credit; logs all information on the computer and processes a refund or transfer of credit.

Processes automatic payments that are returned, by the bank, as unpaid; processes and balances payments received from customers; prepares required documentation.

Checks and verifies information on high low report and billing runs; adjusts accounts when necessary; changes file run from previous day if information entered incorrectly.

Researches and adjusts billing errors caused by overcharges, misreads on meters, undercharges, etc; writes journal vouchers to reflect adjustments.

Processes orders sent from service area pertaining to property where water and/or sewer service has been turned on or off at the main shut-off valve, or completely abandoned.

Performs miscellaneous clerical duties to include sorting and delivering mail.

Performs related work as required.

## DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Knowledge of standard computer keyboard configurations and ability to access, interpret and record information using a video display terminal and electronic keyboard.

Some knowledge of billing procedures.

Some knowledge of basic record-keeping methods.

Some knowledge of methods used to handle, receipt, record and maintain records of money received and disbursed.

Ability to accept and respond to a steady volume of requests for information and/or service, both in person and over the phone.

Ability to make mathematical computations quickly and accurately.

Ability to establish and maintain effective working relationships with co-workers, representatives of outside agencies and the public.

Ability to communicate effectively, both orally and in writing.

## DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent and experience performing moderately complex clerical work involving billing procedures and/or cashiering and experience in public contact related work situations.

## MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent and some experience performing moderately complex clerical work involving billing procedures and/or cashiering and some experience in public contact related work situations or any equivalent combination of training and experience which provides the desirable knowledges, abilities and skills.

Approved by: \_\_\_\_\_  
Department Head

\_\_\_\_\_  
Personnel Director

9/98

PS1020